

Contact Us

Last Modified on 02/05/2024 1:57 pm EST

Quote and Pre-Bind Contact Information

Customer Line: 877-218-7865 ****THIS LINE SHOULD BE USED FOR CUSTOMERS ONLY****

- **Agent Line: 855-939-5367 ****THIS LINE IS FOR AGENTS ONLY****** *Please do not give your customers this number as we are not able to assist customers in certain capacities. Press:*
 - **1 for customer care for existing or canceled policies (including underwriting)**
 - **2 for canceling a current policy**
 - **3 for agency/technical support**
 - **4 for claims**
- **Tech Support Email: agencytechsupport@elephant.com**
- **Underwriting Email: underwriting@elephant.com**
- **Chat** is available on the quote journey and Agency Resource Center Monday-Friday 8:30 am-5:30 pm ET and Friday 8:30 am-5:00 pm ET
- **Hours of Operation:**
 - Monday - Friday: 8 am-5 pm ET
 - Saturday and Sunday: Closed

Post Bind Contact Information

You are able to access our Agency Servicing Portal to manage the policies you have sold **here**. You will need to register first, you can email agencytechsupport@elephant.com to get your company code.

If you or your customer need to reach us regarding their account after they have purchased, they can contact us in many different ways based on their preference.

Customer Care:

Customer Line: 877-218-7865 ****THIS LINE SHOULD BE USED FOR CUSTOMERS ONLY****

- **Agent Line: 855-939-5367 ****THIS LINE IS FOR AGENTS ONLY****** *Please do not give your customers this number as we are not able to assist customers in certain capacities. Press:*
 - **1 for customer care for existing or canceled policies (including underwriting)**
 - **2 for canceling a current policy**
- **Email: customercare@elephant.com**
- **Chat** is available for existing or canceled policies on the agency portal Monday-Friday 9 am-6 pm ET
- **Hours of Operation:**
 - Monday - Friday: 8 am-6 pm ET
 - Saturday and Sunday: Closed

Underwriting (POST-bind only): 855-939-5350

- **Underwriting Email: underwriting@elephant.com**

Claims:

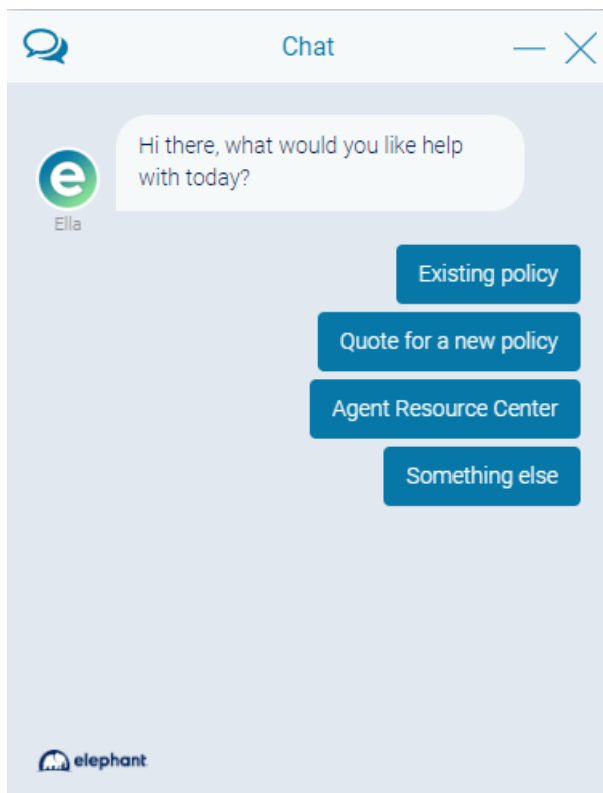
- **Phone: 844-937-5353**

- **Fax:** 804-955-1722
- **Email:** claims@elephant.com
- **Mailing address:**
 - P.O. Box 5205
 - Glen Allen, VA 23058

Chat

Chat for Customer Care for existing or canceled policies is open Monday-Friday 8 am-6 pm ET. Chat for Sales Support is open Monday-Friday 8 am-5 pm ET.

You can access chats several ways, you will be talking to a live agent. If you need sales support you can access chat in the bottom right corner on the quote retrieval page or in the quote journey **here** or on the homepage of the Agency Resource Center, **here**. You will see a box that looks like below. If you have questions about or need to make changes to an existing or canceled policy, select "existing policy." If you need sales support for a quote for a brand-new customer, select "quote for a new policy." You want to be sure to select the right one as you will be talking with a live agent and specific agents can only help with specific things.



You can also access chat for Customer Care (for existing or canceled policies,) go **here**. If you only need documents you can select that and you will go to a site to manually request the documents. (See below.)



Chat



Chat Bot

Hi there, if you need policy documents, please select "Get Documents". Otherwise you can get to a licensed agent by clicking "Let's Chat" for additional assistance.

Get documents

Let's chat

